

8 February 2016

Agenda Item: 4

REPORT OF THE SERVICE DIRECTOR, MID NOTTINGHAMSHIRE CARERS HUB INFORMATION AND ADVICE SERVICE

Purpose of the Report

1. To update Committee on the development of the Nottinghamshire Carers Hub, following the awarding of the contract to Carers Trust East Midlands.

Information and Advice

Contractual arrangements and context

2. As reported to the June 2015 Committee meeting, the contract for the provision of an advice and information service for carers was awarded to Carers Trust East Midlands, following a competitive tender process. The service is called 'Nottinghamshire Carers Hub'. The contract was awarded for 2 years and 8 months (until 31 March 2018), with an option to extend for a further year. The service began operation on 1 August 2015 and is available to all carers who are looking after someone who is a resident of Nottinghamshire (excluding Nottingham City); this includes all carers registered with GPs in the six county Clinical Commissioning Groups.
3. The main purpose of the contract is to provide timely, responsive and reliable information and advice that meets the changing needs of local carers through:
 - a. provision of information and support for carers, signposting to appropriate services and facilitating onward referral
 - b. assistance to carers to complete their assessments online
 - c. provision of, or procurement of, personal development opportunities for carers including training group/community development
 - d. facilitation of engagement and involvement opportunities for carers with the local Clinical Commissioning Groups and Nottinghamshire County Council.
4. The service is commissioned jointly by Nottinghamshire County Council and the six Clinical Commissioning Groups that operate within Nottinghamshire County. It is part funded through the Better Care Fund. It was established as part of the joint work to achieve the strategic objectives of the Integrated Carers' Commissioning Strategy, the NHS Outcomes Framework 2013-14 and to ensure that the requirements of the Care Act 2014 are met. It also contributes to achieving the aims of the Adult Social Care Strategy, in particular, to provide good quality information and advice and to share responsibility with individuals, families and communities to maintain their health and independence.

5. The 'Carers Survey 2014-15' is a national survey and was recently carried out with randomly selected carers in the County. The results include a section on information and advice. The survey showed an increase in both those carers finding it very easy to find the information and advice that they were looking for (15.9% in 2014/15 compared to 12.1% in 2012/13) as well as an increase in those finding it very difficult to do so (14.8% in 2014/15 compared with 10.1% in 2012/13). As a central point, the Carers Hub aims to help make it easier for carers to find information and it will use different methods and media in order to reach more carers. It is anticipated that this will increase the proportion of carers who find it easy to access the information that they need.
6. The Carers Hub service forms a key part of the County Council's arrangements to meet its duty, under Section 4 of the Care Act 2014, to establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers. It operates alongside other Local Authority provision for information and advice, including:
 - a. the Nottinghamshire Help Yourself website, which incorporates a specific section providing information on local services for carers
 - b. the in-house development and publication of information materials, particularly the Carers Information Pack comprising a range of factsheets on services available to carers
 - c. information provided on the County Council's website
 - d. the Carers Support Service, which undertakes carers' assessments over the telephone, providing information, advice and signposting when appropriate. This service is delivered directly by the Council, as part of the Adult Access Service
 - e. the provision of telephone information and advice by the Customer Services Centre.
7. The Carers Hub provides a resource for Adult Social Care and Health (ASCH) locality teams, the Carers Support Service and the Customer Service Centre. Many carers can be signposted to the Carers Hub when they first contact the County Council, thus preventing or delaying the need for social care support. The Carers Hub services are also available to those carers for whom ASCH assessment and support planning is appropriate.

Carers Hub Service Provision

8. The Carers Hub provides a telephone advice service and is establishing face-to-face provision across all districts within the County, including support for carer groups and drop-in advice sessions. The service has been operational for five months and has established a team of support workers managed by a service manager. Some staff transferred from the previous information contract provider and some were newly recruited. In addition, volunteers, who are often carers or former carers, offer peer support including befriending and a volunteer sitting service.
9. In addition to the directly contracted Carers Hub services, carers are also able to access other services that Carers Trust East Midlands offer as a voluntary sector organisation. These include access to carers grants and to holiday home accommodation. Together, these form the Carers Hub service offer, which comprises:
 - a. information, advice and guidance
 - b. signposting to other organisations

- c. short break accommodation
- d. access to carers support groups
- e. free health and well-being memberships
- f. free training and caring support
- g. carers benefits and discounts
- h. carers grants
- i. peer support.

Contract Performance

10. The contract to provide information and advice includes a number of key performance indicators. **Appendix 1** shows a list of these indicators.
11. Carers Trust East Midlands has provided performance information for the first three months of operation for the Carers Hub (August to October 2015), which indicates that the Carers Hub is meeting its service specification. This information focused on quantitative performance data about contacts made with carers, as well as some narrative information about the activities undertaken to establish service provision. In future, reports will be provided quarterly and annually, and will report against the full range of performance indicators described in **Appendix 1**.
12. Key messages from the performance data provided are:
 - a) the Carers Hub has identified a significant number of new carers, 672 in total. This exceeds the minimum threshold in the contract, which is to identify 1,500 per annum, equating to 375 per quarter
 - b) the majority of initial contacts have been by telephone (652 contacts) although some carers have used other methods, including email, post or face-to-face contact
 - c) new carers have been identified across all of the County, with approximately equal numbers from each district
 - d) the majority of new carers identified were of White British ethnicity, with a small proportion of Asian or Asian British, Black or Black British and Mixed ethnic groups (further analysis will be undertaken to compare this with population data for Nottinghamshire)
 - e) volunteer peer supporters have provided significant support, making 155 home visits and delivering 400 volunteer hours.
13. The Carers Hub provides support to carer groups. It has taken on responsibility for a number of carer groups across the County that transferred from the previous contract provider, and is developing some new carer groups or drop-in support sessions for carers. A list of carers groups currently supported is at <http://www.carerstrustem.org/assets/carers-groups-and-cafes-leaflet.pdf>
14. Carers Hub workers have made contact with a number of voluntary organisations including: Macmillan, Multiple Sclerosis Society, Carers Council, Alzheimer's Society, Age UK, First Contact, New Directions, Hetty's and POHWER. They have established links with key County Council services, including the Customer Service Centre, the Adult Access Service and the welfare benefits team. In addition, they have worked with Clinical Commissioning Groups and support workers have visited GP practices.

15. The Carers Hub has supported a volunteer carer to deliver ten Carers Roadshows across the County. These were funded by the Better Care Fund and by a financial contribution from Carers Trust East Midlands and they brought together a number of support organisations to provide drop-in advice to members of the public. A total of 1,188 people attended these events and 82 carers registered to receive further support from the Carers Hub.

Future Plans

16. The Carers Hub has recently undertaken a survey of carers to identify what training activities carers would value and this will inform the development of future training activities. While the results of this survey have not yet been analysed, informal feedback from carers at group events and meetings suggests that there is a need for more moving and handling training. The Carers Hub is considering how this might be delivered across the County and is likely to undertake some pilot activities to test best practice.
17. Part of the Carers Hub contract includes the engagement of carers in contributing to service development and review. Over the next few months, the Carers Hub will be undertaking an engagement activity with those carers who currently make use of respite care through Nottinghamshire's Care and Support Centres. This work will include focus groups to identify carer views on the future development of respite care.
18. The Carers Hub will be an important part of the online Carers' Assessments implementation planned for early 2016. Carers Hub support workers will provide support to carers in completing online assessments.
19. The Carers Hub has plans to establish further drop-in sessions as well as carer support groups in a number of locations across the County. It aims to deliver these in innovative and collaborative ways. For example, it has set up a carer support group in Toton to be delivered in the local Tesco store community room and this will be promoted in the Tesco store. A carers' drop-in and support group in Ashfield is being developed together with Mansfield and Ashfield Clinical Commissioning Group, and will be provided in the Ashfield Health and Wellbeing Centre.
20. The County Council has recently appointed a temporary commissioning officer for seldom heard carers, as part of the implementation of the Integrated Carers Strategy for Nottinghamshire. The commissioning officer will be working with the Carers Hub to ensure that its contact methods and service provision are appropriate for all carers. As part of its contract reporting, Carers Hub provides comprehensive information on carers' location, age, ethnicity, gender, sexual orientation and disability. This information will facilitate the development and monitoring of this work.

Other Options Considered

21. The contract with Carers Trust East Midlands was established after a competitive tender process which gave due consideration to all interested providers. This is described in the report to the November 2014 meeting of the Committee, available as a background paper.

Reason/s for Recommendation/s

22. As this report is for information, there are no specific recommendations for action.

Statutory and Policy Implications

23. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

24. The implications were detailed in the report entitled 'Carers Information and Advice Hub' considered at the Adult Social Care and Health Committee on 3 November 2014, which is available as a background paper.

Implications for Service Users

25. The Carers Hub contract provides information and advice to carers, including both those who are eligible for ASCH support and those who are not. Performance in delivering this work therefore contributes to the overall effectiveness of services provided by the Local Authority and its partners.

26. The Adult Care Quality of Life Tool will be used with a sample of carers to assess how effectively the Carers Hub service is in improving outcomes for carers. This is an instrument which is published by the University of Nottingham and the Princess Royal Trust for Carers, based on completion of a questionnaire.

RECOMMENDATION/S

1) That the Committee notes the update on the development of the Carers Hub service delivered by Carers Trust East Midlands.

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For any enquiries about this report please contact:

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Constitutional Comments

27. As this report is for noting only, no Constitutional Comments are required.

Financial Comments (KAS 15/01/16)

28. The financial implications are contained within paragraph 24 of the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Carers Information and Advice Hub – report to Adult Social Care & Health Committee on 3 November 2014

Carers Information and Advice Hub and support service – report to Adult Social Care & Health Committee on 1 June 2015

Electoral Division(s) and Member(s) Affected

All.

ASCH365